

# Grenfell Fire Response News

## Key Workers providing around the clock support

Key Workers are the first point of contact for affected residents and their families to point them in the right direction to the support they need. Everyone from Grenfell Tower, Grenfell Walk, Barandon Walk, Bramley House, Hurstway Walk, Testerton Walk and Treadgold House is eligible for a Key Worker.

Robin Wells, a Red Cross Key Worker on the psychological support team, said: *"I am at the Assistance Centre to listen to people and let them express what they're feeling, giving them the space and the time to talk and to grieve. The psychological support team have been here every day since day one and will continue to be so while there is a need. Anyone out in the community who wants to talk is very welcome here and we are ready to listen."*

In total, there are 236 Key Workers supporting people affected by the fire providing a range of support. This support ranges from help to obtain documents such as passports and driving licences, through to psychological support, as well as housing, education and health assistance. Additional support includes:

- Support for bereaved relatives to attend funerals.
- Transporting children from hotels to schools.
- Giving people a sense of a timeline as to when they will be rehoused.
- Replacing key health related items such as new braces, walking sticks and glasses.
- Replacing laptops and mobile phones.

To request a key worker or check if one has been allocated, people can ring the helpline on **020 7745 6400** or email **GrenfellTowerKeyWorkerHub@rbkc.gov.uk**. The line is open 24 hours a day, seven days a week.

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### What is this newsletter for?

This is the twelfth edition of the Grenfell Fire Response Team newsletter. We want to keep you up to date with all the latest information and services available to help.

The newsletter is also available in Arabic and Farsi languages. For up to the minute info, please follow us on Twitter

**@grenfellsupport** and on Facebook at **facebook.com/grenfellsupport** or visit **www.gov.uk**

## Red Cross Helpline

From 6 July, the opening hours of the British Red Cross helpline will be changing from 8am to 8pm. Previously, the helpline was available 24 hours. The helpline number is **0800 458 9472**.

## New taskforce set up to take over key services

The Government has set up a Recovery Taskforce to help the Royal Borough of Kensington and Chelsea Council deal with the longer term recovery from the fire. It will have a special focus on key services including housing, regeneration and community engagement.

The Taskforce will be independent of Kensington and Chelsea Council reporting directly to the Secretary of State for Communities and Local Government, Sajid Javid. It will work with the council to make sure they have the staff, resources and expertise to take on the longer term recovery work.

The Recovery Taskforce will be up and running as soon as possible. It will include experienced, senior people from local government and will work closely with the existing Grenfell Tower Response Team. It is expected that the Taskforce will be in place for at least a year, but will remain for as long as needed.

Further details, including information on the chair, will be announced in the coming weeks.

## Housing update

Everyone who has been made homeless by the fire has received an offer of accommodation.

Of the 158 assessments we carried out, 139 families have received offers. Due to particular circumstances of individual families 19 assessments are still on-going.

We are working hard on moving families and individuals from hotels into temporary and longer term accommodation every day. We understand that process is far from easy for people who lost their home and that people need to be sure the property being offered is right for them.

Accepting a new temporary home isn't a decision to be rushed and housing officers will talk through the options with affected residents, and they won't be forced into a property that isn't right for them. We assure people that:

- Everyone whose home was destroyed in the fire will be offered a temporary home in the Royal Borough of Kensington and Chelsea or a neighbouring borough.
- Accepting an offer of temporary accommodation will in no way affect their rights to permanent social housing.
- No one will be made intentionally homeless. We will make sure that the temporary home offered is right for each individual family.
- Accepting an offer of a temporary home will not affect their benefits in any way.

If further support is needed please call **0800 458 9472** or visit the Westway Sports & Fitness Centre between 10am and 8pm at 1 Crowthorne Road, W10 6RP. Residents can also call the housing line for more information on **020 7361 3008**.

## What help is on offer?

Any family and friends concerned about their loved ones are asked to contact the Metropolitan Police on **0800 032 4539**.

### Other important contacts

**Bereavement support:** Call the Freephone helpline on **0800 808 1677** or email **helpline@cruse.org.uk**. The line is open 24 hours a day.

### Replacement UK passports, visas or immigration queries

Call our advice line on **0300 222 0000**. The line is open 24 hours.

### Air quality and smoke

**exposure:** If you have concerns about any symptoms, please see your doctor or call NHS **111**.

### NHS Mental health support:

Call **0800 0234 650** or email **cnw-tr.spa@nhs.net** for mental health support. The line is open 24 hours a day.

### Victim support:

Call **0800 1689 111** for practical and emotional support, or visit **victimsupport.org.uk**. The line is open 24 hours a day.

You can also get physical and mental support at the Assistance Centre, Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP, open from 10am to 8pm. Find out more by calling **07712 231 133**.

You can also call the Red Cross helpline on **0800 458 9472**. The line is open from 8am to 8pm.

For regular updates please follow us on Twitter at **@grenfellsupport** and on Facebook at **facebook.com/grenfellsupport**, or visit **www.gov.uk**

# Financial assistance

If you have been affected by the fire there are a range of funds that have been put in place to provide you with the financial support that you need.

## Department for Work and Pensions

The government has a £5 million Grenfell Tower Residents' Discretionary Fund, including guaranteed payments of £5,000 into bank accounts for each household and £500 cash for individuals who have permanently lost their home to help meet immediate needs, such as food and clothing.

How to apply: please visit the Assistance Centre at the Westway Sports & Fitness Centre, 1 Crowthorne Road, W10 6RP where help is available to access this funding.

Receiving this funding will not affect any existing benefits that are being claimed by individuals.

## John Lyons Charity

Funding is available for groups or organisations working with children, young people and families. This is available to registered charities, CICs, non-profit community groups, schools and local faith groups.

How to apply: Organisations should complete an application form online at [www.jlc.london/news/grenfell-tower-disaster](http://www.jlc.london/news/grenfell-tower-disaster) and submit to [info@jlc.london](mailto:info@jlc.london)

## London Funders

A £1 million fund is available for smaller charities and local organisations that stepped in to help in the immediate response to the disaster. This fund will help reimburse organisations and to make sure their ongoing work is supported.

How to apply: Please download an application form from [www.londonfunders.org.uk/about/grenfell-fire-response](http://www.londonfunders.org.uk/about/grenfell-fire-response)

London Funders will also be in the Westway Sports & Fitness Centre on Thursdays to help fill in forms.

## London Emergencies Trust

The next of kin for each of those who tragically lost their lives in the Grenfell fire are to receive an initial £20,000 from public donations. Those injured and hospitalised for seven days will receive an initial £10,000, and those injured and hospitalised for six hours or more an initial £3,500. London Emergencies Trust is distributing these funds on behalf of the British Red Cross, K&C Foundation and the London Community Fund / Evening Standard Dispossessed Fund.

How to apply: Family Liaison Officers can help you fill in an application form. They can also call the British Red Cross helpline on **0800 458 9472** between 8am and 8pm.

## 'Fresh Start Grants' – Funding from Public Donations to the K&C Foundation

If you've lived in Grenfell Tower and Grenfell Walk you will receive a 'fresh start' grant of £10,000 per household when you have been provided with confirmation of new temporary or permanent accommodation.

These grants will be made from the K&C Foundation Grenfell Tower Fund donations and administered by Rugby Portobello Trust.

To find out more speak to the New Homes Team at Rugby Portobello Trust on **020 7229 2928** or email [newhomesteam@rpt.org.uk](mailto:newhomesteam@rpt.org.uk).

## New information website and copies of the community newsletter

A new website has been created with key information to support those affected by the Grenfell fire, including past newsletters, translations in Arabic and Farsi, key contacts for support, and more. Please visit [Grenfellresponse.org.uk](http://Grenfellresponse.org.uk)

## Grenfell Tower properties no longer subject to council tax

Since the fire on 14 June, Grenfell Tower properties are no longer subject to council tax or business rates.

If you have any queries around this you can call **020 7361 3005** or email [counciltax@rbkc.gov.uk](mailto:counciltax@rbkc.gov.uk)

## Transport update

The free shuttle bus service operating between the Community Assistance Centre and the hotels temporarily rehousing large number of families will now operate as a stand-by service in case there is a need for urgent assistance.

If anyone requires the use of a bus call **0344 251 0160** with details of the journey and times, and they will do their best to help you. The line is open 24 hours a day.

## Frequently asked questions

### How long will the Westway assistance centre be open?

The Westway assistance centre will remain open for the foreseeable future. We're speaking to people who've been directly affected by the fire at Grenfell Tower to find out what support they need, when they need it and where the best place is for them to access it. We will then decide how to deliver the services and support needed.

### Will victims have to pay for outstanding utility bills?

The Government and utility companies have announced a package of support for Grenfell victims across energy, water and telecommunications. This includes suppliers agreeing to write off outstanding utility bills for victims of the fire, and the support comes on top of the £5 million fund to pay for emergency supplies, food, clothes and other costs. Further details can be found online at <https://goo.gl/yhcnIU>

### How can people find their post?

Mail for Grenfell Tower can be collected from Royal Mail's West London Delivery Office, Unit 20-23, West London Delivery Office, Premier Park Road, NW10 7NZ (open Mon to Fri 8am to 2pm and Sat 8am to 1pm). Mail collection is also available by prior arrangement on Monday, Wednesday and Friday from the Royal Mail desk at the Westway Sports Centre.

Please call **01752 387055** to make a mail collection arrangement. ID is required to collect your mail.

### Where should people call with information about missing people?

If anyone needs to report a missing person or report information, please use the new incident room number at **0800 032 4539**.

### I've lost my passport in the fire and don't know what to do?

If your passport, British Residence Permits, nationality, birth and marriage certificates or visas have been destroyed as a result of the Grenfell Tower Fire, then help is still available to you.

You can meet with an advisor at the Westway Sports & Fitness Centre, Crowthorne Road, W10 6RP or call the 24 hour advice line on **0300 222 0000** to arrange for a call back by a member of the visa and passport team.

### Will my eligibility for benefits be affected if I receive the £5,500?

The Department for Work and Pensions have said that your income-related benefits won't be affected by payments from the fund. Other benefits, such as Personal Independence Payments, won't be affected either and any payments from the emergency fund will not be taxed.

### For all other contacts, please consult our leaflet.

## Travel support

Travel support is available for people affected by the fire.

Air travel assistance is available for those who need to travel for humanitarian purposes such as visiting family in hospital.

Support is also available for those requiring rail travel. To make a request you should contact the British Red Cross on **familyreunion@redcross.org.uk** via your key worker.

## Tower movement updates

Grenfell Tower is continually being monitored for structural movement, to ensure the safety of those working inside the tower and those living and working in the local area. There is no risk to the general public or those living and working close to the tower.

The building is expected to move slightly following the heat of the fire. A threshold of 5 millimetres movement in any direction was agreed with the Health and Safety Executive and structural engineers.

There is also an on-site alarm system which alerts people within the tower should the 5mm threshold of movement be breached. Prior to the core alarm being installed, an air horn was used for withdrawal. It will not be used again.

There was an evacuation from commercial properties close to Grenfell Tower yesterday afternoon. This was an unrelated incident to the horn sounding at Grenfell Tower. While Met Police Service is responsible for the security and stability of the tower, some retail units were evacuated due to concerns about blocked fire exits.

## Support in the community

There is also a team working in the community to provide physical and mental health support, who can help with walk-in appointments at the Westway Sports & Fitness Centre, or visiting someone in a more suitable location. You can find out more by calling **07712 231 133**.